

CHARLIE VICTOR

THE CARGOLUX MAGAZINE

EXTERNAL
POWER
RECEPTACLES

#14

The CHARTER issue

#14

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The CHARTER issue

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WELCOME



Charter services are an integral part of air cargo and a segment of business that Cargolux has been offering since its inception in 1970. With its fleet of dedicated freighters and vast global network, Cargolux can tailor its service to match complex demands. Intricate requirements, urgent shipments and untapped territory are no obstacle for the Charter department that is always excited to take on a new challenge.

When looking at these projects, what comes to mind is collaboration and how working together is the key to achieve success with these shipments. Multiple departments are involved to make sure all requirements are considered and we strive to include our customers every step of the way for ultimate peace of mind.

The team, as you will discover in these pages, fosters a “can-do” spirit which transpires in the projects they handle. Big or small, near or far, they ensure your Charter needs will be met by Cargolux. The Charter project described in this issue of the magazine highlights the intense efforts, careful planning and strategic approach that Cargolux displays for complex shipments.

I would like to conclude by thanking our customers and business partners for entrusting us with their special freight projects. I also extend my gratitude to the teams within Cargolux for establishing us as a reference airline in this field. We look forward to working on whatever challenges come our way.

RICHARD FORSON
CARGOLUX PRESIDENT & CEO

In with the new

THERE IS NEVER A DULL DAY FOR CARGOLUX. WORKING IN THE BUSTLING WORLD OF AIR CARGO IS SYNONYMOUS WITH FLEXIBILITY, ANTICIPATION AND ALWAYS EXPLORING AREAS OF IMPROVEMENT. FROM SUSTAINABILITY PROJECTS TO DIGITAL ENDEAVORS AND EMPLOYEE INITIATIVES, **ALL EFFORTS ARE MADE TO KEEP CARGOLUX AT THE FOREFRONT OF THE INDUSTRY.**

— WELCOME TO PENANG! —

Cargolux added Penang, Malaysia, to its global network, broadening its destination portfolio in Southeast Asia. This service opens new opportunities in the region and provides an additional vibrant commercial gateway for our customers.



Awards in Italy

Cargolux is delighted to have taken home three awards at the prestigious Quality Award Italy 2022. In addition to winning the top award “Best Cargo Airline in Italy for 2022”, Cargolux was also recognized for “Freight Forwarder Overall Satisfaction” and “Best Capacity Provider”.

SAF milestone

In another pioneering move, Cargolux became the first foreign airline to uplift Sustainable Aviation Fuel in China. The groundbreaking event took place in CGO on the occasion of the Air Silk Road’s 10th anniversary.



BlueCity Circular Challenge

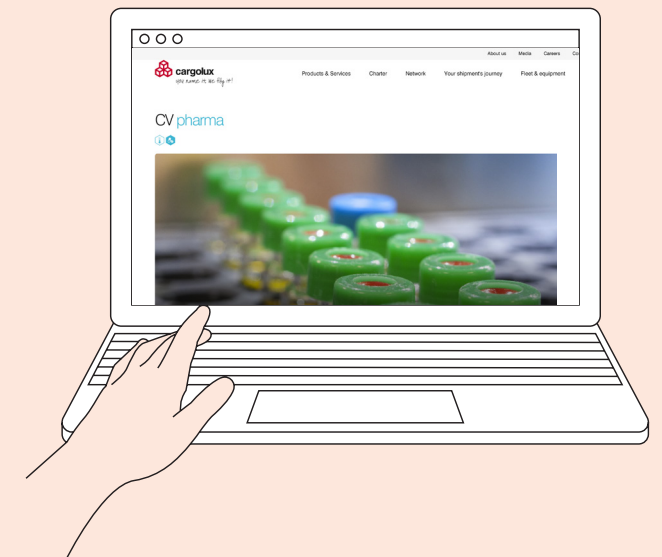
BlueCity, a circular economy enabler, organized a Circular Challenge to rethink companies’ waste stream into a brand-new product. Cargolux and its provider of cargo straps, Trip&Co, took part and landed second place. The partners’ team of engineers and designers transformed discarded straps into noise-absorbing panels.

Trucking to Katowice

Katowice, Poland, is the latest destination to be added to Cargolux’s extensive trucking network. Two weekly services now operate to the southern Polish gateway to enhance our customer service in the region.

— INSPIRING YOUNG TALENTS —

Two very special Summer Academy sessions were held at Cargolux’s HQ to introduce young students to the airline’s unique operation. The participants had the opportunity to learn more about the industry, maintenance services, and what it takes to fly a plane and transport cargo through various workshops.



New passive containers available

CV pharma now offers a new passive container, Pegasus. The smart container fulfills all customer needs while having the advantage of not requiring build-up on a pallet. Check out the Cargolux website products page to find out all the details!



**ALEXANDER SCHMIDT,
DIRECTOR CHARTER SERVICES**

Charter services: a tailored approach to air cargo

CHARTER OPERATIONS ARE OFTEN LINKED WITH COMPLEXITY, TIME PRESSURE AND TIGHT COLLABORATION. THESE THREE ASPECTS, WHICH MAY SEEM CHALLENGING TO MANAGE, ARE JUST PART OF EVERYDAY LIFE FOR **ALEXANDER SCHMIDT**. HEADING CARGOLUX'S CHARTER DEPARTMENT OFFERS NEW OPPORTUNITIES AND PROJECTS EVERY DAY, A PROSPECT ALEXANDER TRULY ENJOYS. NO MATTER THE SHIPMENT, THE DESTINATION OR THE PARTICULAR REQUIREMENTS, HE MAKES SURE THAT CARGOLUX CHARTER CAN HANDLE THE REQUEST. >



It's hard to imagine when you meet Alexander that he originally had a different career plan. The passion he displays for both aviation and Charter is palpable, and he describes his job as both exciting and unique. With over 25 years' experience in the aviation industry, Alexander has witnessed many different scenarios and worked on a bunch of exciting projects.

Charter is a very particular segment of the industry where no two days are the same. By its very nature, it is an on-demand business driven by urgency or very particular requirements. As a niche service based on exclusive flights or capacity, Charter offers customers tailored solutions for all kinds of shipments across the globe. Quick reaction, availability and efficiency are crucial to organizing successful Charter flights, and are qualities that Alexander has carefully honed in his professional journey.

After starting his career in Germany with one of the industry's largest Charter brokers, he caught the bug of the trade for what he calls an "exciting and constantly changing business". After joining a leading airline,

he was transferred to the US and based in Chicago. He joined the Cargolux team during his North American stint when he took up the role of Manager Charter Services for the Americas in Houston, Texas, before moving to Luxembourg to start his current position. Describing this professional move, Alexander highlights: "As an airliner by heart and with Charter in my blood, joining Cargolux was one of the best decisions I made in my career."

Charter services have always been part of Cargolux's business model and the experience garnered throughout the decades are a strong advantage for the team. Building on this solid foundation, Alexander and his team are ready for any challenge that comes their way. "You name it, we fly it!" is not just a motto for the team, it's our DNA. We are committed to delivering service excellence to our

customers and provide tailored solutions for their urgent and precious cargo," says Alexander.

This flexibility is also what allowed the Charter department to respond to the strong increase in demand over the past three years. The outbreak of the pandemic, geopolitical tension, the invasion of Ukraine and global trade wars have generated an unprecedented situation for the industry. The urgent need for capacity yielded a record demand for Charter flights which the team had to juggle to meet demand as best as possible.

Not one to shy from challenges, Alexander embraced the momentum and, together with his global team, made sure that customer satisfaction was upheld despite circumstances. He prides himself on working with dedicated colleagues, a collaboration to which he attributes Cargolux's Charter success. "Our customers know that, when we agree to a project, we will deliver, no matter how difficult or complex it might be," he smiles.

Although the market environment has shifted significantly in recent months, Alexander's go-getter attitude does not wane. He assures that the team was in a position to rapidly switch gears and face the slow-down with confidence. The support of long-lasting and trusted customers allowed Charter to start the year stronger than anticipated and he looks to the future with determination. He expresses no doubt that Cargolux will continue to be the Global Cargo Carrier of Choice for Charter services regardless of the challenges.

The anticipation and relish at the next seemingly impossible request is what keeps Alexander passionate about his job. When asked about the most fascinating project he has worked on, he recalls the recent transport of a 27-meter spool that was moved from Thailand to Texas for an LNG Terminal. He hails the complex undertaking as an excellent example of collaboration between departments and expresses his compliments to the dedication not only of his team, but also to the Special Load Planning and Ground Engineering colleagues.

The complex world of Charter is one of precise requirements and determined people. Throughout his career, Alexander has never experienced a dull day and no two requests that land in his mailbox are alike. This variety is what keeps his and his team's drive and motivation to continue delivering service excellence. ◊



"No other team in this industry has more expertise and experience to take on intricate projects which other airlines would not handle due to their complexity."



THE CLOSE PARTNERSHIP BETWEEN INCHEON AIRPORT AND CARGOLUX OFFERS UNMATCHED OPPORTUNITIES FOR CUSTOMERS IN NORTHEAST ASIA.



HAG-JAE LEE, PRESIDENT & CEO OF INCHEON INTERNATIONAL AIRPORT CORPORATION.



SHOWCASE



Partnering for Pan-Asian connectivity

CARGOLUX HAS BEEN SERVING INCHEON AIRPORT IN KOREA FOR MANY YEARS, OFFERING **CUSTOMERS SEAMLESS CONNECTIVITY** IN NORTHEAST ASIA. THIS STRONG COLLABORATION IS BUILT ON TRUST AND A MUTUAL ENGAGEMENT FOR SERVICE EXCELLENCE AND CUSTOMER SATISFACTION. IN THIS EDITION, WE ARE PLEASED TO DISCUSS THESE TOPICS WITH **HAG-JAE LEE**, THE PRESIDENT AND CEO OF INCHEON INTERNATIONAL AIRPORT CORPORATION.



Cargolux has been flying to Incheon for many years, how would you describe the collaboration between Cargolux and Incheon Airport?

As you may know, Cargolux has become an important stakeholder for Incheon Airport, which is currently aiming to bolster its position as one of the world's global logistics hubs. Recently, Incheon Airport and Cargolux have been working closely together to enhance collaboration through a variety of campaigns, such as joint events, online advertisements and other common initiatives.

Why is Incheon a significant airport for cargo operations?

There are many reasons why Incheon Airport is important for the air cargo industry. First of all, it is located relatively closer to major airports in the US and Europe compared to competing airports in the region. In addition to the geographical advantage, Incheon Airport offers competitive logistics costs. And, when it comes to its strong connectivity, Incheon Airport provides an excellent air network, connecting 153 cities in 51 countries via 85 airlines [August 2023]. Also, the hub boasts cutting-edge infrastructure, such as a Global Distribution Center and a Cool Cargo Center, which

contributes to Incheon Airport's important role in the industry. As a result, Incheon Airport has ranked the world's second largest airport in terms of international cargo volume for two consecutive years from 2021.

What are the advantages for customers in the region?

As previously mentioned, the strong connectivity allows customers in Northeast Asia to enjoy air delivery in a timely manner (less than 2.5 hours to China or Japan). Furthermore, its network in Northeast Asia reaches 32 cities in China, 26 in Southeast Asia and 15 in Japan.

What does it mean for Incheon to be part of the Cargolux network?

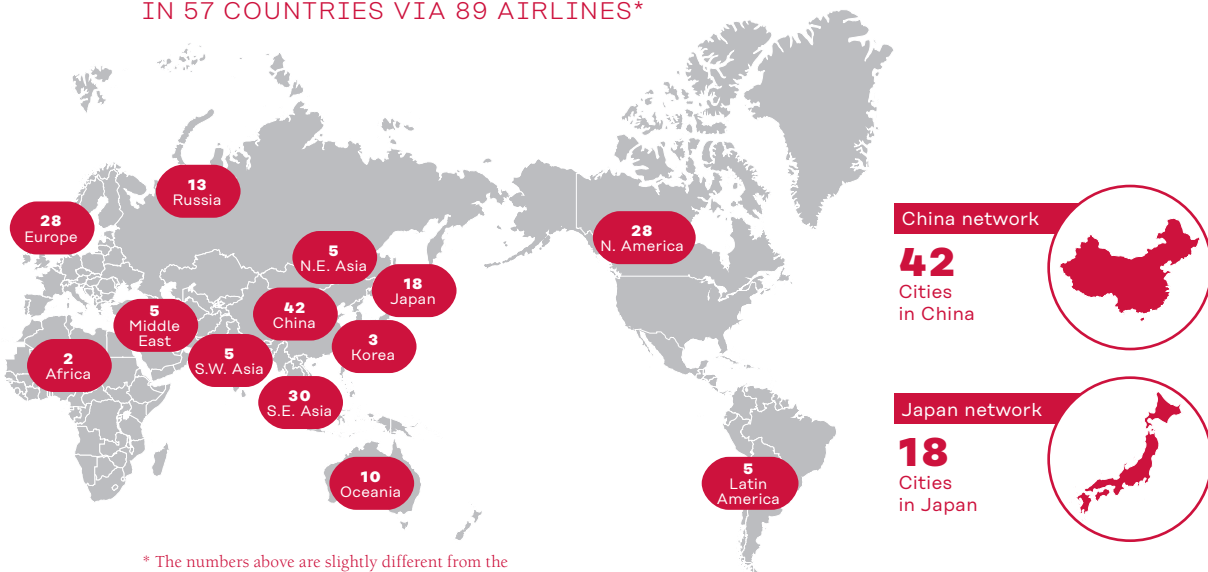
Last year, Cargolux and Cargolux Italia made a huge achievement at Incheon Airport, contributing about 35,000 tons of air cargo, second only to national mega-carriers. This holds even more significance when you know that they are the third largest airline on the South-Korea-to-Europe network.

INCHEON AIRPORT OFFERS DEDICATED AIR CARGO HANDLING SERVICES, INCLUDING TEMPERATURE-CONTROLLED FACILITIES.



AIR DELIVERY TO ANYWHERE: 2.5 HOURS TO CHINA AND JAPAN

INCHEON INTERNATIONAL AIRPORT PROVIDES AN EXCELLENT AIR NETWORK, CONNECTING 194 CITIES IN 57 COUNTRIES VIA 89 AIRLINES*



* The numbers above are slightly different from the numbers in the interview due to the different time frame.



ABOUT CARGOLUX CHARTER

250 FLIGHTS PER
YEAR ON AVERAGE



WORLD-
RENOWNED
CUSTOMIZED
SOLUTIONS



MULTI-LINGUAL
TEAM ACCESSIBLE
AROUND-THE-CLOCK

400+ GLOBAL DESTINATIONS

400+

100+ COUNTRIES

STATE-OF-THE-ART
LOADING & SUPPORT
EQUIPMENT

**DISCOVER
UTP CHARTER**



An extraordinary shipment

TALES ABOUT ORGANIZING CHARTER PROJECTS CAN OFTEN BE IMPRESSIVE AND THIS ONE IS NO EXCEPTION. THE STORY BEHIND THE MOVE OF THESE BEHEMOTHIC SHIPMENTS IS **NOTHING SHORT OF SPECTACULAR AS YOU WILL READ IN THIS ISSUE**. BUT AS THE SAYING GOES, A PICTURE IS WORTH A THOUSAND WORDS, SO HAVE A LOOK BEHIND THE SCENE OF WHAT IT TAKES TO MOVE IMPRESSIVE SHIPMENTS ACROSS THE WORLD.



CUSTOMIZED HANDLING IS ESSENTIAL TO LOAD THESE IMPRESSIVE SPOOLS. THE CHARTER TEAM WORKED HAND-IN-HAND WITH GROUND ENGINEERING TO MAKE THE TRANSPORT A SUCCESS.



CARGOLUX AND DEUGRO COLLABORATED SEAMLESSLY ON THE PROJECT EVERY STEP OF THE WAY. TRUE TO THEIR HANDS-ON APPROACH, THE TEAMS WERE ON SITE TO COORDINATE AND ENSURE THE PROCESS WENT SMOOTHLY.



AS PART OF THE OVERALL PROJECT, **FOUR CARGOLUX FLIGHTS WERE CHARTERED** FROM PATTAYA, THAILAND, TO HOUSTON, US. CARGOLUX TEAMS FROM BOTH LUXEMBOURG AND BANGKOK WERE INVOLVED IN THE ORGANIZATION.



THE PROJECT REQUIRED **SIGNIFICANT TARMAC SPACE**, AND TWO DIFFERENT GROUND HANDLING AGENTS ASSISTED WITH THE LOADING OF THE FREIGHT AT UTP AIRPORT.





CARGOLUX'S PURPOSE-BUILT **747 FREIGHTERS** AND THEIR NOSE-DOOR LOADING CAPABILITY WERE CRUCIAL TO TAKING ON THE CHALLENGE WITH THESE LONG AND HEAVY PIECES.





WITH OVER **50 YEARS'** EXPERIENCE IN THE CHARTER BUSINESS, CARGOLUX HAS ACQUIRED UNMATCHED EXPERIENCE FOR THE MOST UNUSUAL LOADS TO THE MOST UNUSUAL PLACES.

OUR CAPABILITIES



30 PURPOSE-BUILT
747 FREIGHTERS

PIECES UP TO
50 METERS IN LENGTH

HEIGHTS UP TO **3.12** METERS



WIDTHS UP TO **3.8** METERS

27 TONS



DENSE CARGO UP
TO **27** TONS

LONG CARGO UP
TO **56** TONS

TESTIMONIAL

Driving supply chains

NO TWO CHARTER OPERATIONS ARE ALIKE, AND IF ANYBODY KNOWS THAT IT'S CARGOLUX AND DSV. THE TWO PARTNERS HAVE **WORKED TOGETHER ON NUMEROUS PROJECTS** AND BOTH STRIVE TO DELIVER SERVICE EXCELLENCE, REGARDLESS OF THE JOB AT HAND. WE TALKED TO **STEFAN KRIKKEN**, DSV'S AIR FREIGHT PROCUREMENT HEAD, NORTH AMERICA, ABOUT WHAT MAKES FOR GREAT COLLABORATION IN THE COMPLEX WORLD OF AIR CHARTERING.

Cargolux and DSV's common history started over three decades ago when the teams worked together to establish scheduled Charters from Hunstville, Alabama. The success of this venture, which is still in operation today, forged the basis of a solid long-standing business partnership.

The teams share a vision for growth and excellence, continuously exploring new options to meet customer demand. Cross-pollination and open conversation form a unique dimension of the partnership, as Stefan highlights in one of the many anecdotes the companies share. "During a business dinner, the topic of strong demand from Southeast Asia came up. We discussed how, due to ocean port congestion, shippers were changing their mode of transport from ocean to air. The following day, a business case was worked out and within a week, a new Cargolux Charter service from Singapore to Los Angeles was set up, serving DSV with a dedicated 747-400F Charter."

As veterans in the industry, Cargolux and DSV understand that flexibility and an open mindset are key to navigating the intricacies of the logistics industry, especially for Charter services. These bespoke and often pressing shipments rely on meticulous planning and

close collaboration to be executed seamlessly. So what makes for good partnerships?

The response from Stefan is clear: agility, versatility and transparency are central to delivering seamless service. "Cargolux offers a dedicated Charter desk with 24/7 availability, which ensures a constant flow of information, safeguarding DSV to make the right decision, regardless of the dynamics of the Charter assignment."

These projects can have very particular specifications including loading requirements, time constraints or operational restrictions, all of which must be carefully considered before they go ahead. With its fleet of 30 purpose-built 747 freighters operating on a global network, Cargolux strives to offer its partners peace of mind when it comes to delivering solutions.

"Operating one of the largest 747 fleets in the world, Cargolux provides a level of security and peace of mind in case something happens which was not planned.



Stefan Krikken, Air Freight Procurement Head, North America, DSV

Network and scale make Cargolux unique when it relates to the chartering of 747 freighters", says Stefan.

When asked about a Charter collaboration between Cargolux and DSV that stands out for him, he admits it's not so much the individual projects but the mindset that sticks with him. The eagerness to explore potential, work with new airports and think outside the box are all qualities he recognizes in the Cargolux team. Despite the changes and challenges brought over 30 years, the trust and respect both companies share has not wavered. They have actually just embarked on a new adventure to start weekly scheduled operations to Mesa, Arizona. ◻

"Working together on new demands from shippers, staying agile and versatile within the dynamic air freight market is what makes Cargolux a perfect fit for DSV."



Photo: Eric Boettcher



THE LUXEMBOURG-BASED CHARTER TEAM



JAVIER PASTOR, MANAGER CHARTER SERVICES, THE AMERICAS

A PASSIONATE AND DRIVEN TEAM

The sky is the limit – our Charter team

“YOU NAME IT, WE FLY IT!” CARGOLUX’S MOTTO IS THE BEST WAY OF DESCRIBING THE DETERMINATION AND DEDICATION THAT DRIVES THE CHARTER TEAM. WITH AROUND-THE-CLOCK COVERAGE AND OFFICES IN HOUSTON, HONG KONG AND LUXEMBOURG, **THE DEPARTMENT MAKES SURE THAT ANY REQUEST CAN BE MET.** FROM REMOTE AIRPORTS TO HEAVY LOADS AND DELICATE HANDLING, THE INTRICACIES OF CHARTER HOLD VERY LITTLE SECRETS FROM THESE EXPERIENCED PROFESSIONALS.

© Cargolux / Lynn Daubenfeld

Navigating the complex requirements of each project and ensuring smooth coordination from A to Z is the beating heart of the Charter department. Steered from the headquarter in Luxembourg, the global nine-person-strong team is keen to deliver service excellence. No project is too big, too small or too sensitive: they are all just considered unique operations that have to be successfully achieved regardless of requirements.

A vital part of Cargolux's commercial operation, Charter is a complement to the regular scheduled service. An added value for the company, the department caters to a niche market based on urgency, intricacy and excellence. To ensure both segments can be perfectly served, Charter works closely with their "go-to department", Network Management.

Both teams work hand-in-hand to ensure Charter projects can be handled without compromising the rest of the operation. Collaboration with others is actually one of the many highlights of working on these projects.

According to Alexander Schmidt, Director Charter Services: "One of the incredible things working in the Charter Department, and what makes it so interesting, is that we work with all departments across the company. Setting up an operation is complex and requires the involvement of numerous players, each with their own specificities and procedures."

This sentiment is echoed by the team, who underlines the importance of working together to complete projects successfully. Every request they receive poses its load of challenges, be it ground handling constraints, loadability issues or customer expectation. But the flexibility and good communication they encounter within the company is an asset the team can count on.

In addition to the team's solid expertise, Cargolux's Charter department offers round-the-clock coverage, allowing requests to be treated at any given time. Since 2016, the core team in Luxembourg is complemented by an office in Hong Kong, covering the Asia-Pacific region, and an office in Houston for the Americas. This set-up combines 24/7 response capability as well as local knowledge, a significant edge that is highly appreciated by Cargolux's customer base. The three-pillared approach has strongly contributed to the tremendous growth of Cargolux's Charter Services and the increase of customer recognition.

The synergy between the three teams is palpable, and Alexander is proud of how well the internal organization works. "The global team exchanges on a daily basis and we also have a weekly team meeting. It is incredible to watch how well the three offices grew together and successfully built a group of professionals worthy of being called a team," he says.

The intense and highly productive period that the Charter team recently experienced has highlighted the importance of attention to detail, collaboration and flexibility. Indeed, over the past three years, as the air cargo industry navigated Covid restrictions, geopolitical tension and maritime freight congestion, the department faced unprecedented demand. The team's capacity to adapt was a crucial factor to honor multiple requests without encroaching on Cargolux's scheduled services. Beyond the usual complex and intricate projects, there was a high volume of urgent shipments to be handled.

Each request that passes the Charter office is carefully analyzed and assessed for feasibility in coordination with other relevant departments. Depending on the request, multiple factors must be considered before approval can be given. Handling and transport conditions vary widely from one project to the next, so it is vital that all details are covered with minimal room for error or uncertainty.

It is no secret in the industry that Charter is a business segment on its own. The particular nature of the requests and the multiple facets they entail require a very particular skill set and a solid and determined attitude. Looking at the Cargolux Charter team, hearing their stories and the passion they demonstrate reflects the very nature of this business. ◊



CEDRIC HO,
MANAGER CHARTER
SERVICES ASIA



"If you ask me, Cargolux's motto 'You name it, we fly it!' was born in the Charter department. This is what we do and stand for, every day, 24/7."

ALEXANDER SCHMIDT,
DIRECTOR CHARTER SERVICES

SPECIAL

UTP Charter

CHARTER SHIPMENTS REQUIRE CAREFUL PLANNING, NO LESS WHEN THEY ARE OUTSIZE SHIPMENTS. CARGOLUX SUCCESSFULLY TRANSPORTED **JUMBO PIPING UNITS FOR A FREEPORT LIQUID NATURAL GAS (LNG) TERMINAL** IN HOUSTON. THE PROJECT WAS SO COMPLEX THAT CARGOLUX WAS ONE OF THE ONLY AIRLINES TO TAKE ON THIS IMPRESSIVE CHALLENGE.

When Cargolux was approached by its partner Deugro to transport jumbo piping units from Thailand to the US for a Freeport LNG (Liquid Natural Gas) terminal, the team recognized this would be a sizable challenge. Over a thousand emails, countless collaborative meetings and several feasibility assessments are just one aspect of what it took to organize the move of these behemoth shipments across the world.

Due to the exceptional dimensions of the units, the complex operation required bespoke handling

and transport conditions. The scope of the project called for careful planning. After analysis, it transpired that multiple flights were required for the mission. Part of the transport was completed aboard Antonov aircraft, while Cargolux took up the challenge of flying the other part.

In order to guarantee the best transport conditions, the Charter department worked tirelessly with Ground Engineering and their dedicated SCAF (Special Cargo Analyzing Function) to ensure feasibility and determine the exact requirements for the flight. This method allows the airline to use a shipment's exact dimensions to ensure loadability and proper weight distribution for the flight.

Once the project was deemed doable for the team, the issue of airport capability was raised. Indeed, after approaching the airport in Bangkok, the authorities expressed concern given the complexity and space required on the tarmac.

However, the team persevered, determined to make the project a success. After the Antonov flights got cleared to depart from Pattaya, Thailand (UTP), the airport appeared as an alternative solution for the flight. A Cargolux delegation was sent on site to discuss options with the local team. Once the necessary equipment was secured at the airport, the project was given the green light.

Cargolux operated a total of four Charter flights from Pattaya, Thailand (UTP), to Houston, Texas (AH), for this mission. A total of two Loadmasters, an Engineer, a Charter Manager and several Cargolux colleagues from Bangkok were required on site for the first two flights to ensure the operation ran smoothly. The project was successfully completed, and the equipment was safely flown on board Cargolux to its destination.

The whole team is proud to have been part of such an incredible undertaking and of the smooth collaboration with everyone involved. This shipment truly highlights the Cargolux motto "You name it, we fly it!"



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cargoluxgroup

you name it, we fly it!

